

03-123 10 51

Honorable Julius Genachowski, Chairman  
Commissioner Michael J. Copps  
Commissioner Robert M. McDowell  
Commissioner Mignon Clyburn  
Commissioner Meredith Attwell Baker

Received & Inspected

NOV 28 2012

FCC Mail Room

Federal  
Communications  
Commission  
445 Twelfth Street SW  
Washington, DC 20554

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski and Commissioners Copps, McDowell, Clyburn, and Baker,

I am a deaf person who uses Video Relay Service over broadband to communicate in American Sign Language, my primary language. For those of us who are deaf, VRS is a life-altering broadband service that is a vital link to the hearing community.

Ensuring that deaf individuals have access to VRS and encouraging improvements in VRS should be a high priority for you as Chairman and Commissioners of the Federal Communications Commission. The Americans with Disabilities Act (ADA) requires the FCC to make available to all deaf individuals nationwide "functionally equivalent" communications.

You will soon determine the future of VRS. When you set the VRS rate, you will determine whether America makes progress toward the statutory goals of functional equivalence, nationwide access, and inclusion – or force deaf users to revert to TTY communications. And, you will determine whether VRS fulfills its potential to drive broadband adoption by the deaf, even in the face of disproportionate poverty, disenfranchisement, and isolation.

I was deeply disturbed to see the Commission's recent Public Notice on VRS rates. These proposals will push VRS providers into bankruptcy and mean an end to VRS.

You should be increasing the availability and use of VRS, not cutting back. You should adopt a rate that encourages continuing improvements in VRS technology. Recent developments in VRS are a good example of how the service can be improved, such as enhanced 911 services, 10-digit numbering, a larger and better-trained pool of interpreters, and better videophones with an array of enhanced features. Monthly payments for broadband are a big expense for many deaf people, and instead of trying to cut back on VRS, you should be exploring ways to make VRS over broadband more affordable to deaf individuals.

Progress toward functional equivalence will be destroyed if the FCC does not encourage VRS providers to improve VRS and make it more widely available. VRS is a recent and dramatic advancement that benefits those who are deaf, but so much more can be done. It would be tragic if the FCC were to destroy this broadband service that is so vital to the deaf.

I urge you to establish a fair and predictable rate for VRS that will encourage VRS providers to invest in improving VRS and reaching more deaf individuals. The law requires it and it is the right thing to do.

Sincerely,

Signature

Ivette De Jesus

Date

11/23/12

Name

Ivette De Jesus

Address

850 - 40<sup>th</sup> Street Apt C-1

City

Brooklyn

State

N.Y.

ZIP

11232

Email

ladyfairy40@aol.com

11/23/12 10:00 AM  
11/23/12

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

Received & Inspected

NOV 28 2012

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**CG Docket Nos. 03-123 and 10-51**

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication - communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me - choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times and unreliable service. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices - in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name:

Title:

Address: 601 ROTH STREET Apt 10 GREEN BAY WI 54302

Telephone Number:

V P 920-569-2065

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

03-123 10-51

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

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I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times, unreliable service and less training for interpreters. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely, *Barb Loomis*  
Name:

Title: *1071 Western Ave*

Address: *Deerfield, WI 53531*

Telephone Number:

*608-764-5065*

*VP-608 234-5064*

NOV 28 2012  
FCC MAIL ROOM

03-123-10-51

Honorable Julius Genachowski, Chairman  
Commissioner Michael J. Copps  
Commissioner Robert M. McDowell  
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Sincerely,

Signature Yvette Soto Date 11/21/2012

Name Yvette Soto

Address 275 55 St

City Brooklyn State NY ZIP 11220

Email (347) 694-5892

11/21/2012

Q3-123 10-51

Received & Inspected  
NOV 28 2012  
FCC Mail Room

FCC  
445-12ST-SW  
Washington DC 20534

November 16<sup>th</sup> 2012

To whom it may concern  
I would like you to know that  
you have been planning to cut  
budget w/ Sorenson Video Relay  
service for deaf peoples & hearing  
peoples in business...  
If you cut this budget  
How to use Sorenson Video phone  
w/ 911 to make clearly commu-  
nicate w/ deaf peoples by SVRS  
in present to future

Q. Please keep budget running  
w/Johnson Video Relay Service  
between deaf & hearing people from  
now to future...

Thank you for support  
budget w/Johnson Video phone Relay  
Service.

Sincerely,

Jim Grossman

1008 W J St

M<sup>2</sup> Cook NE 69007

PH# 308-335-1646

O.S. I'm ready to pay \$9.00<sup>per mo</sup>  
for 911 + Federal FAX & State FAX  
& Relay service too  
Universal Funds too